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Winter Park, FL
32789

P.O. Drawer 200
Winter Park, FL
32790-0200

Tel 407-740-8575
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tmi@tminc.com

RECEIVED

2004 MAY 14 AM 9:42

T.R.A. DOCKET ROOM

May 13, 2004
Overnight Delivery

Ms. Sharla Dillon
Docket Office
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

RE: Customer Notice for SNET America, Inc.
Docket # 04-00094

Dear Ms. Dillon:

Enclosed please find a copy of the bill message provided to all Tennessee Customers regarding the use of the SBC Long Distance East brand name by SNET America, Inc. within Tennessee. This notification was requested during a conversation I had with Ms. Betty Bailey recently.

To keep our records complete, please acknowledge receipt of this filing by returning, file-stamped, the extra copy of this correspondence in the self-addressed stamped envelope enclosed for this purpose.

If you have any questions regarding the enclosed material, please contact me at (407) 740-8575 or via e-mail at tforte@tminc.com

Thank you for your assistance in this matter.

Sincerely,

Thomas M. Forte
Consultant to SNET America, Inc. d/b/a SBC Long Distance East

Enclosure

cc: Art Paquette, SNET America, Inc. d/b/a SBC Long Distance East
File: SNET - TN
TMS: TNo0401b

JANUARY - MARCH 2004 BILL MESSAGES

BRAND NAME CHANGE

The SNET America, Inc brand is now simply, SBC Long Distance East. Although our brand name is changing, the integrity, reliability and excellent service you've come to rely on from us will remain.

Reminder about Interstate Universal Services Fund rates for customers

On all bills issued on or after January 1, 2004, the Universal Service Fund - Interstate, percentage rate will be equal to (subject to rounding) the Universal Service Fund contribution factor established by the Federal Communications Commission (FCC) and in effect for that bill period. The FCC contribution factor is subject to change quarterly and can be found at http://www.fcc.gov/wcb/universal_service/quarter.html. The Universal Service Fund – Interstate rate is applicable to interstate long distance services provided by SBC Long Distance East.